

မြန်မာဘာသာနှင့်ကားပြန်လိုက် ဤနေဂာတိလက်ထို့ဖြစ်ည့်

## အခွဲအေးသီးနှံကြော်ကျော်သံကြော်ဆောင်ရွက်မှု

### CONTACT INFORMATION

E punto guene unnesita intepete ni esta na lenguah.

Itini ikei ika pun ke osupwangen emon chon chiaku no ei nen ika toni.  
For more information or assistance in developing a Language Access Plan go to

Inā pono he [www.hawaii.gov/labor/ola](http://www.hawaii.gov/labor/ola), e kuhikuhi

or contact:

#### Office of Language Access

#### Dept. of Labor and Industrial Relations

830 Punchbowl Street, Suite 322

여러분이 이곳에서 서비스를 찾으시면

이곳을 가르키십시오.

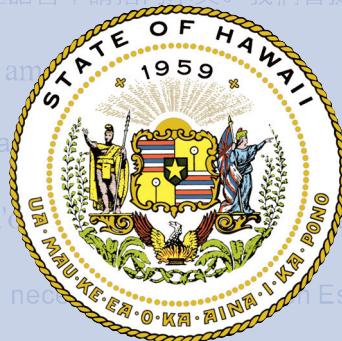
저희가 통역을 제공하겠습니다.

Telephone: (808) 586-8730

Fax: (808) 586-8733

Email: [dlir.ola@hawaii.gov](mailto:dlir.ola@hawaii.gov)

如果您明白此種語言，請指向本文。我們會提供該種語言翻譯。



Jitōne ū elōn am.

Idih wasabt ma ke analine souh kawehwe ni lokaia wet.

Afai e te mana omia le faamulu pu he gagana Samoa faailoa.

Apunte aqui si necesita un traductor en Español.

Ituro dito kung nanganga-ilangan ka ng tagapagsalin

ကရုဏာချိတ်နှာတွင်ရေးဝန်ကြီးချုပ်၊  
Governor Linda Lingle

State of Hawai'i

Tuhu ki he tohi ni Kapau'oku Pie. ma'u ha Tokoni ke Fakoe ton.

Chi vao dây nêu ban cần một thông dịch viên cho ngôn

### Elements of an Effective Written Language Access Plan:

1. Guidelines or factors to be considered in determining effective and meaningful access to services by LEP persons.
2. Competent and timely oral language services to LEP persons.
  - a. Procedure for providing interpretation/translation services.
  - b. A sample multilingual signage asking LEP customers to identify the language they need.
  - c. List of multilingual employees.
  - d. List of most common languages encountered.
3. Procedures to ensure written translations of vital documents to LEP groups (5% or 1,000, whichever is less).
  - a. List of vital documents for translation.
  - b. A sample multilingual notice about translation needs.
4. Procedures of written notices of right to receive competent and free oral interpretation of written materials to LEP groups subject to Section 371-33(c), HRS.
5. Provide for a data collection and reporting system to determine the characteristics of LEP customers, the type and quality of services provided, the number and nature of complaints, if any, etc.
  - a. A sample of the data collection instrument.
6. Evaluation process to determine if goals were met and to review and revise the plan every two years.
7. Procedure to provide for the training of staff that will be in contact with LEP customers.
8. Procedure to provide for the hiring of qualified personnel who are bilingual to fill existing, vacant public contact positions, to the extent that such bilingual services are needed. (For State Agencies Only.)
9. Designate a language access coordinator or point person who will be in charge of the implementation of the plan.

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E punto guene unnesita intepete ni esta na lenguah.

Itini ikei ika pun ke osupwangen emon chon chiaku non ei nen ika toni.



Office of Language Access  
State of Hawai'i

Kom fin nikin, kom enenu in oasr met leng kahs lom.

ຖ້າທ່ານເວົ້າແລະເຊົ້າໃຈພາສານີ, ໃຫ້ຊ້າໄສ່ທີ່ນີ້. ນາຍພາສາຄະຂວາ

## HAWAII'S LANGUAGE ACCESS LAW

What State Agencies and State Funded Entities Should Know about Hawaii's Language Access Law and their Obligation to Providing Services to Limited English Proficient Individuals

tudlo diri kung nanginahanglan ka ug taghubad niining

Mu guchum ngarag ni faamra gabadag ninge thilyeg bee e

# PURPOSE

Persons who do not speak English as a primary language comprise a significant portion of Hawai'i's population. Many of these individuals contribute to our economy, educate their children in our schools, and make valuable contributions to the State of Hawai'i.

However, many individuals with Limited English Proficiency (LEP) sometimes have difficulty obtaining services from state agencies, or non-state agencies that receive state funding, because of their limited ability in the English language.

The State of Hawai'i has committed itself, and any agency it provides funding for, to ensure that all residents of Hawai'i, including non-English speakers and limited-English speakers, enjoy full access to and participation in the life of our community.

As such, all state agencies and agencies funded by state funds must take reasonable steps to ensure that LEP persons have meaningful access to the programs, services, and information that those agencies provide.

## LIMITED ENGLISH PROFICIENCY – LEP

### Who is a Limited English Proficient Person?

Persons who do not speak English as their primary language and have a limited ability to read, speak, write, or understand English may be considered as Limited English Proficient, or LEP.

These individuals may be entitled to language assistance with respect to a particular type of service, benefit, or encounter.

## THE LAW

### Who Must Comply?

All state agencies and any agency (private, non-profit or public) that receive state funds to provide services to the public.

### What is the Office of Language Access (OLA)?

Act 290, SLH 2006, established the Office of Language Access (OLA) in the Dept. of Labor and Industrial Relations (DLIR). The OLA is responsible to ensure that Hawai'i's residents who are not proficient in the English language are not denied essential government services, such as social service programs, job training and employment assistance programs, or a fair and impartial hearing.

The OLA is also a resource for agencies, public and private, to utilize in helping to determine if they are a "covered" entity under the law. The OLA also assists agencies in developing and implementing their Language Access Plan as required under state law.

### What is the State Law?

Act 290, Session Laws of Hawai'i 2006, (Chapter 371 - Part II, Hawai'i Revised Statutes) requires every state agency, or any organization receiving state funding that provides services to the public on behalf of the state, to provide equal access of their agency's essential government services to all of Hawai'i's diverse population, regardless of what language they speak.

Agencies (public and private) are required to provide both oral interpretation and written translation for those services that are identified utilizing the Four-Factor Analysis.

### Four-Factor Analysis

All State agencies and recipients of state funding that provide services on behalf of the state are mandated by state law to reduce language barriers that can preclude meaningful access by LEP persons to important benefits, rights, programs, information, and services.

The Four Factor Analysis is a reasonable steps test that will allow an agency to determine whether to provide language services. An agency must look at the totality of circumstances, including the following four factors:

1. The number or proportion of LEP persons served or encountered in the eligible service population;
2. The frequency with which LEP persons come in contact with the services, programs, or activities;
3. The nature and importance of the services, programs, or activities provided by the program; and
4. The resources available to the state agency or recipient of state funding.

### Examples of Meaningful Language Access:

1. Direct foreign language communication by fluent bilingual staff.
2. Interpretation (oral), conducted in-person or by telephone by qualified interpreters.
3. Translation (written) by qualified translators.